

Division of Student Affairs
February 24, 2009
12:30-2:00 p.m.
KSC 208

Attendees: Laurie Cigan, Norma Chandler, Denise Digianfilippo, Ken Clarke, Maggie Cullop, Shirley Green, Bill Hart, Ellen Hedlund, Heather Kruse, Corey Loucy, Richard Morales, Cecile Babich Morrow, Carol Myers, Stella Napoles, Ivette Quintero, Jim Rubin, Esther Schon, Greg Silcox, Paula Vaughn

PV at Black Mountain Update, presented by guest speaker, Dr. Denise Digianfilippo

- Survey to assess community interest/participation in PV Black Mountain has been completed
- Findings include:
 - ✓ Greater interest in evening courses relating to personal enrichment or business, most live in the area
 - ✓ Primary students are ages 40-65 or 18-25, reflecting the surrounding population
- Future surveys will be generated to continue assessing community interest
- Facility contains six classrooms – one may be utilized as a computer/study room
- Timeline to complete staffing is under discussion – Interviewing for adjunct instructors may begin in April
- Building exists in partnership with Desert Foothills Community Foundation and YMCA
- Hours of operation under discussion – Desert Foothills Community Foundation has events planned in evening which will leave building open to 9:00-10:00 p.m.
- Cave Creek, Carefree, and Anthem are targeted communities. Currently, GCC North and PV at Black Mountain represent one mile difference for the Anthem Community. PV at Black Mountain will be considerably closer once new road construction is complete.

Positive Social Change – Presentation, Jim and Richard

- Recommended that Division complete self assessment titled *Socially Responsible Leadership Scale – Consciousness of Self and Others*. (handout)
- Results will create baseline of how Division feels in order to move forward and create goals that begin with Division of Student Affairs and ideally spread campus wide
- Further conversations are necessary to express how the Seven Values of Leadership are actively utilized within each department
- **Action Item → All to complete self assessment above and give to Richard/Jim for review and discussion at next meeting**

Customer Service Training Debriefing: Ellen, Cecile, Bill, Norma, Heather

- *PVCC Division of Student Affairs Customer Service Training Report* compiled by Out of Class Assessment team subcommittee comprised of members above. This report reflected data collected at the Customer Service Training, held Feb. 9, as well as comments from attendees regarding the training
- Insights gleaned from employee listed challenges (group activity in CS Training) include:
 - ✓ Common knowledge base needs to be determined for *every* employee
 - ✓ Staff who attended training felt lack of time/resources as well as communication seem to provide the most challenges to their positions
 - ✓ Necessity to convey to temporary employees the value they are to the team at PVCC
- Subcommittee provided several conclusions and recommendations – *see handout submitted at meeting*

- ✓ One recommendation is to begin a student affairs distribution list which includes all employees with PV email account to share “common knowledge base”, important dates, deadlines, and announcements
- Division of Student Affairs is comprised of 144 employees, with 72% being temp, work study, and student workers; 71 employees attended CS Training; 61 attendees returned survey
- Further inspection is required to determine how many attendees were temporary vs. permanent
- Future meetings provide managers the opportunity to share a “common knowledge base” expected within their departments

Cross Training Update – Bill Hart

- Initial cross training will consist of content knowledge
- Training will consist of two consecutive half days to be completed by March 20, dates to be determined
- Corey, Ken, Laurie, Stella will help to compile base knowledge necessary for training
- Goal is to have meeting by April 3 to assess training/coverage shifts in order to make necessary adjustments and improvements for next round of training
- Training will be revolving in order to keep information current
- **Action Item → All please submit name of at least one person in department who will be participating in this training session to Rita by Friday, 2/27.**
- **Action Item → Maggie, JoAnn, Lily to produce first 20 items of PVCC “common knowledge” for presentation at next meeting**

Announcements:

- Summer hours will begin Monday, May 18: Mon-Thu, 8am – 6pm; Fri, 8am – 1pm (*Testing hours may vary*)
- Summer hours will be extended on tuition due dates. If the due date lands on Mon-Thu, offices will stay open until 7:00pm. If this date occurs on a Friday, offices will stay open until 5:00pm.
- These hours are effective through August 7.

Next Meeting: Tuesday, March 24 from 12:30-2:00 pm – KSC 208